

TERMS AND CONDITIONS

Effective Date: August 22, 2026

Last Updated: August 22, 2026

These Terms and Conditions ("Terms") govern your access to and use of www.GentleReflectionsEnergyHealing.com and your purchase or use of services, consultations, appointments, sessions, programs, digital materials, and other offerings provided by Gentle Reflections Energy Healing, LLC ("Gentle Reflections Energy Healing," "we," "us," or "our").

By visiting our website, submitting a form, booking an appointment, purchasing a Service, downloading our materials, subscribing to communications, or participating in a session, you agree to these Terms.

If you do not agree to these Terms, please do not use our website or Services.

1. OUR SERVICES

Gentle Reflections Energy Healing provides complementary wellness, personal-development, spiritual, energy-based, hypnotherapy, and related Services.

Depending upon the Service selected, offerings may include:

- Hypnotherapy;
- Guided hypnosis;
- PSYCH-K® facilitation;
- Energy healing;
- Chakra balancing;
- Sound healing;
- Guided meditation;
- Visualization;
- Emotional Freedom Technique (EFT);
- Journaling and reflective practices;
- NeuroArt or other creative self-reflection practices;
- Inner-child work;
- Somatic or nervous-system grounding practices;
- Past-life regression;
- Distance or remote energy work; and
- Other complementary wellness or personal-development Services.

Specific Services, prices, duration, availability, methods, and descriptions may change from time to time.

2. IMPORTANT HEALTH AND WELLNESS DISCLAIMER

Gentle Reflections Energy Healing does not provide medical diagnosis, medical treatment, psychiatric treatment, or emergency mental-health services.

Our Services are complementary wellness and personal-development services.

They are not intended to diagnose, treat, cure, or prevent any disease, medical condition, psychiatric disorder, or other health condition.

Nothing on our website, in our educational materials, during a session, or in communications from us should be interpreted as medical, psychological, psychiatric, nutritional, legal, or financial advice.

You should consult an appropriately licensed healthcare or mental-health professional regarding medical or mental-health concerns.

Do not discontinue medication, treatment, therapy, or other care prescribed or recommended by a qualified healthcare professional based on information received from Gentle Reflections Energy Healing.

Our Services are not a substitute for professional healthcare.

3. NO GUARANTEE OF RESULTS

Individual experiences and outcomes vary.

We do not guarantee that any Service will:

- Produce a particular physical, emotional, psychological, energetic, spiritual, behavioral, or financial result;
- Resolve a particular problem;
- Eliminate symptoms or conditions;
- Produce a particular change within a specified period; or
- Achieve any particular outcome.

Testimonials and descriptions of another person's experience are not guarantees of your experience.

You remain responsible for your own decisions, choices, actions, and well-being.

4. CLIENT RESPONSIBILITY

You are responsible for determining whether a Service is appropriate for you.

You agree to:

- Provide information accurately to the extent you choose to provide it;
- Inform us of circumstances that may reasonably affect your participation;
- Follow reasonable safety instructions;
- Seek appropriate professional care when necessary;
- Make your own decisions concerning your health and personal circumstances; and
- Participate in Services voluntarily.

You should not participate in a session while driving, operating machinery, or performing another activity requiring your full attention.

5. EMERGENCIES

Gentle Reflections Energy Healing is **not an emergency or crisis service**.

Do not use our website, email, text messaging, scheduling system, Zoom, Proton Meet, or any other communication method we provide to seek emergency assistance.

If you are experiencing a medical or psychiatric emergency or believe you may harm yourself or another person, seek immediate assistance from appropriate emergency or crisis resources in your location.

6. ELIGIBILITY AND MINORS

You must have legal capacity to enter into these Terms.

Services involving minors may require prior approval and parental or legal-guardian consent.

We reserve the right to decline or discontinue Services when we reasonably determine that the requested Service is inappropriate, unsafe, outside our scope, or otherwise unsuitable.

7. WEBSITE AND ONLINE BOOKING

Our website is operated using GoDaddy Websites + Marketing / Website Builder.

We use GoDaddy Online Appointments to permit clients and prospective clients to review Services, select appointment times, provide booking information, and schedule appointments.

An appointment is not considered confirmed until the applicable booking process has been completed and the confirmation has been issued.

GoDaddy's Online Appointments system can support in-person, client-location, and online/virtual appointment configurations.

8. APPOINTMENT CONFIRMATIONS AND REMINDERS

When you book an appointment, you may receive automated communications, including:

- Booking confirmations;
- Appointment reminders;
- Appointment changes;
- Cancellation confirmations;
- Rescheduling communications; and
- Other administrative messages.

These communications may be generated through GoDaddy's appointment and email systems.

Receiving an appointment reminder does not change your responsibility to know the date and time of your appointment.

9. PAYMENT

Payment is generally required before the scheduled appointment unless we expressly agree otherwise.

Our primary online payment processor is **GoDaddy Payments**.

We may also make PayPal, Venmo, or other payment methods available.

The payment method presented during the booking or checkout process governs the applicable transaction.

Third-party payment processors may have their own terms, privacy policies, security procedures, and transaction requirements.

A completed payment does not itself guarantee that a Service is appropriate for your particular circumstances.

10. CANCELLATION, RESCHEDULING, AND NO-SHOW POLICY

Unless a different written policy applies to a specific Service:

More than 24 hours before the appointment

Appointments cancelled more than 24 hours before the scheduled appointment time may generally be rescheduled without a cancellation fee.

Within 24 hours

Appointments cancelled within 24 hours of the scheduled appointment are subject to a **\$50 cancellation fee**.

Same-day cancellations and no-shows

Same-day cancellations and no-shows are subject to the **full price of the scheduled session**.

A no-show includes failing to attend or connect to a scheduled appointment without timely cancellation.

Special circumstances may be considered at our discretion.

Repeated cancellations, late cancellations, or no-shows may result in a requirement for advance payment or refusal of future bookings.

11. RESCHEDULING

Where the booking system permits online rescheduling, you may use the available rescheduling functionality subject to the applicable cancellation policy.

If online rescheduling is unavailable, you may contact us directly.

Rescheduling an appointment does not automatically eliminate a cancellation fee if the original appointment was cancelled within the applicable fee period.

12. LATE ARRIVALS

If you arrive late or connect late to a session, the session may still end at the originally scheduled time.

Late arrival does not automatically entitle you to additional time, a refund, or a reduced fee.

At our discretion, additional time may be provided when circumstances permit.

13. VIRTUAL SERVICES

Some Services are provided remotely.

We currently use **Zoom** for certain virtual appointments and may transition some or all virtual appointments to **Proton Meet**.

You are responsible for:

- Having a compatible device;
- Maintaining an appropriate internet or telephone connection;
- Being in a reasonably private environment;
- Ensuring that you will not be interrupted;
- Participating from a safe location; and
- Ensuring that remote participation is lawful and appropriate where you are located.

Technical failures outside our reasonable control do not automatically entitle a client to a refund.

If a substantial technical problem prevents a session from taking place, we may reschedule the session at our discretion.

14. RECORDING OF SESSIONS

Sessions are not routinely recorded by Gentle Reflections Energy Healing.

If a session is to be recorded, we will provide notice and obtain any consent required by applicable law.

You agree not to record, reproduce, livestream, distribute, or publicly share a session or session materials without our prior written permission, except where such restriction is prohibited by applicable law.

15. CONFIDENTIALITY

We respect the privacy of information voluntarily shared with us.

Our information practices are described in our Privacy Policy.

However, Gentle Reflections Energy Healing is not acting as a licensed healthcare provider or psychotherapist, and communications with us should not automatically be assumed to have the same legal privilege that may apply to communications with certain licensed professionals.

Confidentiality may also be limited where disclosure is required or permitted by law.

16. COMMUNICATIONS

We may communicate with you by:

- Email;
- Telephone;
- Text message where applicable;
- GoDaddy appointment notifications;
- GoDaddy Email Marketing;
- Other email-marketing platforms;
- Zoom;
- Proton Meet;
- Website forms; and
- Other communication methods you provide or request.

You consent to receiving communications necessary to administer appointments, payments, purchases, Services, and other business transactions.

Marketing communications are subject to applicable opt-out rights.

17. FREE RESOURCES AND DIGITAL MATERIALS

We may offer free journals, worksheets, guides, articles, exercises, meditations, or other digital materials.

These materials are provided for general educational, reflective, and personal-development purposes.

They are not medical, psychological, psychiatric, legal, financial, or other professional advice.

You use them at your own discretion.

18. INTELLECTUAL PROPERTY

Unless otherwise stated, the website and its content are owned by or licensed to Gentle Reflections Energy Healing, LLC.

This may include:

- Written content;
- Articles;
- Blog posts;
- Journals;
- Worksheets;
- Guides;
- Audio;
- Video;
- Photographs;
- Graphics;
- Logos;
- Branding;
- Course materials;
- Educational materials; and
- Other original content.

You may use materials provided to you for your personal, non-commercial use.

You may not, without prior written permission:

- Republish substantial portions of our materials;
- Sell our materials;
- Distribute our materials commercially;
- Remove proprietary notices;
- Represent our materials as your own;
- Create competing commercial products substantially based upon our materials; or
- Otherwise exploit our intellectual property commercially.

19. TESTIMONIALS AND REVIEWS

If you voluntarily provide a testimonial or review for possible publication, you represent that you have the right to provide it.

We will not intentionally publish identifying client information as a testimonial without appropriate permission.

We may make reasonable edits for grammar, formatting, length, or clarity without materially changing the substance of the testimonial.

You may contact us regarding withdrawal of permission for future use, subject to practical and legal limitations concerning material already published.

20. THIRD-PARTY SERVICES

Our website and Services depend upon or may interact with third-party services.

These may include:

- GoDaddy;
- GoDaddy Payments;
- Google Analytics;
- Google reCAPTCHA;
- Meta;
- Mailchimp;
- ConvertKit;
- Zoom;
- Proton;
- PayPal;
- Venmo;
- Canva; and
- Other service providers.

We do not control third-party services and are not responsible for their independent:

- Privacy practices;
- Security;
- Availability;
- Terms;
- Content;
- Fees;
- Policies; or
- Acts or omissions.

Your use of third-party services may be subject to those providers' separate terms and policies.

21. WEBSITE ANALYTICS AND ADVERTISING

Our website may use analytics, advertising, and measurement technologies, including Google Analytics and Meta Pixel.

These technologies may collect information concerning website interactions and may use cookies or similar technologies.

Where applicable, you may manage tracking preferences through the website's cookie/tracking controls.

GoDaddy provides a cookie-banner mechanism specifically designed to allow visitors to accept or decline certain tracking technologies.

22. PROHIBITED USES

You may not use our website or Services:

- For unlawful purposes;
 - To interfere with website operation;
 - To attempt unauthorized access;
 - To transmit malicious code;
 - To impersonate another person;
 - To infringe intellectual-property rights;
 - To harass, threaten, or abuse others;
 - To scrape or collect information without authorization; or
 - In violation of applicable law.
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23. DISCLAIMER OF WARRANTIES

To the fullest extent permitted by applicable law, the website and Services are provided on an **"AS IS"** and **"AS AVAILABLE"** basis.

We disclaim warranties, express or implied, including warranties concerning:

- Merchantability;
- Fitness for a particular purpose;
- Non-infringement;
- Accuracy;
- Availability; and
- Suitability for an individual's particular circumstances.

We do not guarantee that the website or Services will be uninterrupted, secure, error-free, or continuously available.

Nothing in these Terms excludes a right or warranty that cannot legally be excluded.

24. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Gentle Reflections Energy Healing, LLC and its owner, practitioners, contractors, agents, and service providers will not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages arising from or related to your use of the website or Services.

To the fullest extent permitted by law, our aggregate liability arising from a particular Service or transaction will not exceed the amount you actually paid us for the specific Service giving rise to the claim.

Nothing in this provision limits liability that cannot legally be limited.

25. INDEMNIFICATION

To the fullest extent permitted by law, you agree to indemnify and hold harmless Gentle Reflections Energy Healing, LLC and its owner, practitioners, contractors, agents, and service providers from claims, liabilities, damages, losses, and reasonable expenses arising from:

- Your violation of these Terms;
- Your unlawful use of the website or Services;
- Your misuse of website materials; or
- Your violation of another person's rights.

This provision does not require indemnification for our own conduct where such indemnification is prohibited by law.

26. TERMINATION OR REFUSAL OF SERVICE

We may decline, suspend, or discontinue Services when reasonably necessary, including where:

- Payment obligations are not satisfied;
- A client violates these Terms;
- Conduct is threatening, abusive, or inappropriate;
- Continuing the Service creates a safety concern;
- The requested Service is outside our scope;
- The Service appears unsuitable for the client; or
- Other circumstances make continuing the relationship inappropriate.

Any termination will be subject to applicable law and any refund obligations required by law or expressly agreed upon.

27. CHANGES TO SERVICES

We may change, modify, suspend, or discontinue website features or Services.

Prices, availability, descriptions, appointment options, payment methods, and technology platforms may change.

A change in technology provider does not necessarily alter the underlying nature of a Service.

28. CHANGES TO THESE TERMS

We may revise these Terms from time to time.

The updated version will include a revised “Last Updated” date.

Unless otherwise required by law, continued use of the website or Services after updated Terms become effective constitutes acceptance of the revised Terms.

29. GOVERNING LAW

These Terms shall be governed by the laws of the **Commonwealth of Kentucky**, without regard to conflict-of-law principles, except to the extent applicable law requires otherwise.

Any legal action concerning these Terms shall be subject to applicable jurisdiction and venue requirements.

30. SEVERABILITY

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, it shall be enforced to the maximum extent permitted by law, and the remaining provisions shall remain effective.

31. NO WAIVER

Our failure to enforce any provision of these Terms does not waive our right to enforce that provision later.

32. ENTIRE AGREEMENT

These Terms, together with our Privacy Policy and any applicable service-specific consent forms, informed-consent documents, purchase terms, or other written agreements, constitute the agreement governing your use of the website and applicable Services.

If a service-specific written agreement expressly conflicts with these Terms, the service-specific agreement controls with respect to that particular Service to the extent stated in that agreement.

33. ELECTRONIC AGREEMENTS AND COMMUNICATIONS

By booking an appointment or purchasing a Service electronically, you consent to conducting the applicable transaction electronically.

Electronic records, confirmations, receipts, appointment notices, and other electronic communications may satisfy applicable requirements for written communications to the extent permitted by law.

34. CONTACT INFORMATION

Questions concerning these Terms may be directed to:

Gentle Reflections Energy Healing, LLC

Attn: Carol Lucia Lopez, CHt

430 Main St., Ste. 4

Williamsburg, KY 40769

United States

Phone: (606) 410-5338

Email: CarolLucia@CarolLucia.com

Gentle Reflections Energy Healing, LLC

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